SYSTEM PLANNING AND OPERATION

GOAL: <mark>Transfer in a State Agency Model. Maintain the current WIC automated data processing system that allows for the collection of required data for federal reporting, the integration of health services where possible and improving WIC Office efficiency until a new system can be purchased or a complete re-write can take place.</mark>

Background

The South Dakota WIC Program was able to upgrade their computer software system from the National Automated WIC System of 1979 to a micro-computer based system through an Advanced Planning Document approved in FY90. The first software implementation took place in March 1993.

The system developed was used specifically for the WIC Program, but did integrate with the South Dakota Clinic "ICDS" (Integrated Client Data System). The "ICDS" provides generic and Community Health Program specific information that is performed at many of the same locations where participants receive WIC services.

The WIC Program software allowed for the entry of all base line data by the field offices. This information was transmitted during the evening on a regular basis to the State WIC Office.

From October 1998 on, this Automated Data Processing project was basically maintained, with the exception described below, without further enhancements considered. This was due to the South Dakota Department of Health making plans for a Rewrite of the entire system from the current WIC ICDS System as a DOS based FoxPro System to Visual Basic and DHTML.

The one major accomplishment during this time was conversion and implementation of the new federal changes to the nutrition risk priority codes. These were implemented April 1, 1999.

In preparation for the rewrite, with monies available purchases were also made in hardware and software equipment which included: Pentium computers, modems, office 97, printers, connecting telephone lines, setting up workstations, and the beginning stages of development by Bureau of Information Telecommunications.

Once the objectives outlined in the initial APD were met, there were a number of enhancements identified which were added to the computer development staff's assignments. The efforts expended on support of the software and additional

enhancements were the highest priority. The specific enhancements outlined in the APDU of September 1993 were not fully met.

I.   Rewrite WIC ICDS System

Objective:

To have a more updated computer system that allows maintenance and supportability by more recent out of school trained programmers.

A.   On-line Intranet Based System

The system is an on-line intranet based system that allows Windows functionality running on a Windows NT platform.

B.   Central "Hub" Server System

The WIC Program software is linked through a central "hub" serve system within the Department of Health. The system allows State Office access to current data at all times and allows for immediate on-line supportability and technical assistance to Local Agencies. State Office staff can enter the system and work along with Local Agency staff step by step, thus enabling State Office to identify problems and determine if there is a need to fix a "problem" in the system or if staff training is required.

C.   Demographics

Client demographics are entered through a Client Entry and Family Entry function. This data is accessible statewide to all staff that has security for the WIC Program. This function helps prevent dual entries for participants. Certifications that are completed on the system are accessible only to the Local Agency where the participant is certified.

D.   VOC's

This system allows for electronic VOCs of participants within Local Agencies, greatly enhancing participant access. Local Agencies can contact the Local Agency the participant is being transferred to electronically to notify of the impending transfer and can review the ICDS system to determine if food instruments were issued and received by the participant. This assists in reducing the potential for dual participation or over issuance errors.

E.   Edits

This system contains edits to help reduce the possibility of encoding errors, over issuance and duplicated entries. Food packages contain edits to allow only the authorized food package and amounts, certifications cannot be entered and saved with incomplete data, a second month of benefits cannot be issued if a participant's certification has not been completed on the system.

Implementation:

Roll-out of the new rewrite system was July 1, 2000.

Evaluation:

A WIC automated data processing system that is capable of generating data for federal reporting improved State Agency administration, increased efficiency, and improved Nutrition intervention.

II.   Current System Refinement and Enhancement

Objective:

To maintain a viable computer system workable for all staff, to improve efficiencies to allow collection of data, printing food instruments, reporting.

A.   Plans for Development include:

- Multi Racial Reporting for participants. Completed.

- Update Vendor Management Component so all data required for TIP Report is included. Completed.

- Create a special formula inventory for the Local Agencies for more efficient reporting. Completed and using but need some tweaking and reports to be developed.

- Complete component to track misuse so participants and retailers can be tracked more efficiently. This would allow program the ability to assess participant and retailer sanctions in accordance with Federal Regulations. On hold– will look at possible enhancement to new system.

- To develop a computerized method which would allow for the collection of nutrition data sets and record of the Nutrition Care Plan of WIC participants to include: On hold while we review other MIS systems.
  1. Nutrient analysis to be used for diet recall to calculate serving sizes for age and put in appropriate category and indicate if increases sugar, fat, and salt.
  2. Ability to pull off individual certification statistics directly to Nutrition Education Plan (needs assessment).
  3. Individual nutrition care plans included on computer.
  4. Pregnancy Nutrition Surveillance System (PNSS).

- Create an appointment scheduler to include: On hold
  1. Reminder cards to clients for follow-up counseling and certifications.
  2. Track participation in Nutrition Education.

- Waiting List Subsystem - On hold.

Implementation:

The rewrite of the WIC ICDS DOS based Fox Pro System to the new development platform of Visual Basic and DHTML was implemented July 1, 2000.

III.   Purchase or Develop New MIS System

<u>Objective:</u>

To have a more updated stable computer system that allows for all federal requirements of WIC.

A.   Plans for Development include:

- Completed PAPD - approved
- Developed Project Coordinator RFP – Approved – in process of hire
- Project Coordinator will assist with the following:
  - Feasibility Study
  - Develop Implementation Advance Planning Documet
  - Develop Request for Proposal
  - Complete a Project Plan
  - Complete Change Management Process
  - Develop Risk Management Process
  - Complete Status Reports
  - Provide necessary State support
  - Establish Project Documentation Setup
  - Assist in Development of User Operations Manual
  - Assist with all System Testing Requirements